



Vanderbilt University's Referral Requirement

Vanderbilt University Student Health Center (SHC) is the on-campus health facility for eligible students who have paid the Student Health Fee. SHC is open Monday through Friday 8am to 4:30pm and offers a wide array of services provided by Vanderbilt University Medical Center (VUMC) physicians, nurse practitioners, nurses and lab technicians. Detailed information including hours of operation, student insurance information, and department services can be found at www.vumc.org/student-health.

For students enrolled in the Student Health Insurance Plan, annual referrals, **per condition**, are required for students when care is provided outside of the SHC. Claims will not be paid without a referral. Students can request a referral as follows:

- From their SHC primary care provider by messaging that provider via Vanderbilt's online health portal, [My Health at Vanderbilt](#), or by calling Student Health at 615-322-2427.
- Students who do not have an SHC primary care provider can call 615-322-2427 to schedule a brief appointment for a referral request and/or to schedule an appointment with an SHC primary care provider. They can also schedule online at [My Health at Vanderbilt](#).
- Students with questions on referrals can email Kristina.miller@vumc.org

Referrals are not required for:

- Mental Illness or Substance Use Disorder Treatment.
- Maternity, obstetrical, and gynecological care
- Care needed when the Student Health Center is closed
- Medical Emergencies
- Medical care received when a student is more than 40 miles from campus.
- Medical care received when a student is not eligible to use the SHC due to a change in student status (for example, while a student is on medical leave of absence)
- Medical care for Insured Dependents

Choosing Where to Go for Care



Student Health Center

Visit for preventive care or treatment for routine physical health conditions. Same day services are available. Referrals are required before care is sought outside the student health center. SHC can provide care for the following: Acute Care, Primary Care, Sexual and Reproductive Health, LGBTQI Healthcare, Sports Medicine, Eating Disorders Assessment, Travel Medicine, Sexual Assault Services, Routine Immunizations, Allergy Shots, and Lab services.



Telehealth

24/7 urgent care services or schedule appointments for behavioral health services via desktop or mobile.



Urgent Care Center

When the Student Health Center is closed, Urgent Care Centers can handle a variety of medical problems that need to be treated right away but are not considered life threatening.



Emergency Room

Only for medical conditions that are considered emergencies because they can require rapid or advanced treatments (such as surgery) that are only available in a hospital setting.

The Student Health Insurance Plan (SHIP) has referral requirements for students enrolled on the plan. This means that care outside of the Student Health Center requires an annual referral before the claim will be processed. Students can request the referral from their primary care provider at the Student Health Center. Please note - this does not apply to mental health treatment.